

QSAC – QUALITY AUDIT SERVICES CHECKLIST

ESSENTIAL QUALITY MEASURES

HUMAN RESOURCES

Essential CORE Quality Measures – Required

1. The library follows the current certification levels as found on page 10 of the Michigan Public Library Personnel Certification Handbook, 1999 edition. [Note: Public library sizes run from the smallest, Class I, to the largest, Class VI, and that certification levels run in the opposite way, the highest certification level being Level I, the lowest being Level VII. This handbook is found online at www.michigan.gov/documents/hal_lm_certification_52374_7.pdf

Completion Date:

Comments:

(optional)

2. The library makes available to staff a written personnel policy manual approved by the board of trustees or a union contract. The policies are reviewed at least once every two years. [See Human Resources Appendix A for a checklist of personnel policies.]

Completion Date:

Comments:

(optional)

3. The library maintains written job descriptions, including the duties of each position, the salary ranges, and any educational and experience requirements. These are reviewed at a minimum of once every five years.

Completion Date:

Comments:

(optional)

4. The library maintains a systematic approach to performance review that measures performance to enhance skills and encourage continuous development of work product.

Completion Date:

Comments:

(optional)

5. The library establishes an orientation process for new employees. [Note: See Human Resources Appendix B for an orientation checklist.]

Completion Date:

Comments:

(optional)

6. The library gives each board member a copy of the Michigan Public Library Trustee Manual. For a copy of the manual see www.michigan.gov/librarytrustee.

Completion Date:

Comments:

(optional)

Essential ELECTIVE Quality Measures – CHOOSE ONE

1. The library pays for an organizational membership in the Michigan Library Association or individual memberships for professional (Level I and II) staff.

Completion Date:

Comments:

(optional)

2. Any first time administrator and chair of the board of trustees attends the New Directors and Trustees Workshop offered by the Library of Michigan.

Completion Date:

Comments:

(optional)

3. The library's individual certified staff must have 32 contact hours (3.2 CEUs) of continuing education/professional development every three years. (See page 5 of the Michigan Public Library Personnel Certification Handbook, 1999 edition under Certificate Renewal for specifics. This measure includes all certification levels, even Levels I and II.) For details see the Library of Michigan's Certification Handbook at

www.michigan.gov/documents/hal_lm_certification_52374_7.pdf.

Completion Date:

Comments:

(optional)

GOVERNANCE / ADMINISTRATION

Essential CORE Quality Measures – Required

1. There is a director. The library board hires the director, or, if an advisory board, assists in the hiring. The director is evaluated on a regular basis.

Completion Date:

Comments:

(optional)

2. The board meets at least bi-monthly and complies with the Michigan Open Meetings Act. The board maintains minutes of their meetings in accordance with state law. [Note: details of the Opening Meetings Act can be found in Library Laws Handbook: State Laws Relating to Michigan Libraries, 2001-2002 edition.

This publication is offered free of charge from the Library of Michigan. The handbook is found online at

www.michigan.gov/hal/0,1607,7-160-18835_18894---,00.html]

Completion Date:

Comments:

(optional)

3. The board has approved by-laws that define its board officers, such as President, Secretary, and Treasurer, outlines its purpose and operational procedures, and addresses board conflict-of-interest issues. The board periodically reviews, and, if necessary, updates its by-laws.

Completion Date:

Comments:

(optional)

4. The governing board is responsible for approving written policies for all aspects of library services such as services offered, collection development, personnel, maintenance, technology, finance, and public relations. Advisory Boards should approve and recommend written policies to their governing agency. The library director is responsible for developing procedures and ensuring the policies are carried out correctly. [Note: The director and the board understand their respective roles, the board adopts the policies, whereas the administration implements the policies. See Governance/Administration Appendix A for a list of recommended policies.]

Completion Date:

Comments:

(optional)

5. The library provides public access to minutes, policies, financial records, and other documents in accordance with the Freedom of Information Act. [Note: details of the Freedom of Information Act can also be found in Library Laws Handbook: State Laws Relating to Michigan Libraries, 2001-2002 edition. The handbook is found online at

www.michigan.gov/hal/0,1607,7-160-18835_18894---,00.html]

Completion Date:

Comments:

(optional)

6. The library receives local support equal to .3 mills taxable value.

Completion Date:

Comments:

(optional)

7. The board adopts an annual budget and reviews monthly financial reports. If appropriate to their governance, the board contracts and reviews an annual audit. The board maintains appropriate insurances.

Completion Date:

Comments:

(optional)

8. The director prepares regular reports for the board, keeping them advised of internal information involving library services, statistics, personnel, and programs and also of external factors affecting libraries at a regional, state, and federal level.

Completion Date:**Comments:**

(optional)

9. New board members participate in an orientation program which includes a description of library services, the role of the Library of Michigan, and library cooperatives, instruction on their role as policy makers versus policy implementers, and a complete tour of the library facilities. See the Library of Michigan Library Development & Data Services Division Web site at www.michigan.gov/ldds.

Completion Date:**Comments:**

(optional)

Essential ELECTIVE Quality Measures – CHOOSE ONE

1. Board members, Friends members, and other citizens act as advocates for the library. The library also encourages participation at the local, cooperative, state, and national levels. [See www.mla.lib.mi.us/advocacy for information on joining the Network.]

Completion Date:**Comments:**

(optional)

2. The library maintains a written plan of service, covering a period no longer than 3 to 5 years, which details services, programs and resources to be offered to address community needs. The plan includes a community profile using census reports, local government documents, chamber of commerce materials, and any special community planning reports. The library conducts a community survey as part of the planning process to determine if its hours, services, programs and collections are adequately serving its users. The plan includes a mission statement, goals, objectives, strategies, an implementation schedule and an evaluation plan. The plan is reviewed on an on-going basis. [More on the planning process can be found in titles listed in the Bibliography. For an easy-to-use community survey, see the web site www.lib.az.us/cdt/commneeds.htm]

Completion Date:**Comments:**

(optional)

3. The board participates in an orientation program, which includes background on the Michigan Open Meetings Act, guidelines for setting agendas, and methods for running meetings.

Completion Date:

Comments:

(optional)

SERVICES

Essential CORE Quality Measures – Required

1. The library offers all community members, regardless of age, access to all its materials and services, in person and on the telephone, unless otherwise restricted by federal, state or local law.

Completion Date:

Comments:

(optional)

2. The library's minimum number of unduplicated open hours, reflecting a mixture of weekday, evening, and weekend hours is: [Note: Summer hours do not apply.]

Completion Date:

Comments:

(optional)

3. The library offers renewal of library materials and extended loan periods.

Completion Date:

Comments:

(optional)

4. The library sends out notification to a user that the item is ready for pick up by mail and/or telephone within two business days of it becoming available. The library allows a user to call ahead for materials and have the items held for them for pick up.

Completion Date:

Comments:

(optional)

5. The library participates in Inter-Library Loan with other Michigan libraries. The library staff offers interlibrary loan service with every request not met by the library or library system's collection. [Note: Unless the library prefers to purchase the material requested.] Interlibrary loan requests are placed within 3 business days. Intra-library (loans among separate building in the same system) loan items are delivered within one week.

Completion Date:

Comments:

(optional)

6. A user waits in line no more than five minutes to get service assistance when in the library.

Completion Date:

Comments:

(optional)

7. A user waits on hold for no more than three minutes to get assistance when calling into the library. The library gives the on hold user the option to leave their name and telephone number to receive a call back. Calls back to patrons are placed within the business day.

Completion Date:

Comments:

(optional)

8. The library offers programs for preschool school-aged children and/or caregivers during the year based on community need. Such programs may include summer reading programs, in-house story times, craft sessions, and so forth.

Completion Date:

Comments:

(optional)

9. To identify and meet the service needs of its community the library conducts an in-house survey of users every three years to determine if its hours, services, and programs are adequately serving its users.

Completion Date:

Comments:

(optional)

10. The library gathers statistics as a means of determining, over a period of time, if its present services, programs, and collections are serving its users. [See Services Appendix A for a list of useful statistics.]

Completion Date:

Comments:

(optional)

Essential ELECTIVE Quality Measures – CHOOSE TWO

1. The library provides at least one entertainment or educational program per quarter free of charge. The library considers community demographics, the mission of the library, and the availability of programming from other social, cultural, and recreational organizations in the community when planning and evaluating programs.

Completion Date:

Comments:

(optional)

2. The library promotes the services of the Library for the Blind and Physically Handicapped using posters, flyers, and verbal recommendations. Contact sbph@michigan.gov for materials.

Completion Date:

Comments:

(optional)

3. The library has a service plan to provide materials and reference services for those unable to visit the library. Staff gathers material for the homebound of all ages. [Note: Delivery of materials can be provided by family members, friends or volunteers.]

Completion Date:

Comments:

(optional)

4. To identify and meet the service needs of its community, library personnel meet with other local community agencies, institutions and organizations once every two years concerning library services and their effectiveness in meeting community needs. Services include hours of operation, and programs. Examples of other local agencies include public and private schools, local historical societies, community centers, youth coalitions, and Friends of the Library.

Completion Date:

Comments:

(optional)

COLLECTION DEVELOPMENT

Essential CORE Quality Measures – Required

1. The library has an approved collection development plan. The plan is reviewed every five years. [See Collection Development Appendix A for recommended collection development policies.]

Completion Date:

Comments:

(optional)

2. The library maintains or provides access to a current collection of core reference materials to serve user information needs. [For small and medium size libraries, see Madame Audrey's Guide To Mostly Cheap But Good Reference Books For Small And Rural Libraries, by Audrey Lewis, published by ALA, 1999, available from Amazon.com and Reference Sources For Small And Medium-Sized Libraries, edited by Scott Kennedy, Scott, also from ALA, 1999. Also look at Recommended Reference Books in Paperback, c2000, available through the Michigan E-library at <http://www.netlibrary.com/>.

Completion Date:

Comments:

(optional)

3. The library spends at least 7% of its operating expenses on materials.

Completion Date:

Comments:

(optional)

4. The library keeps its collection up-to-date, with a minimum of 15% of its **circulating** materials acquired within the last five years, and a minimum of 3% of its **circulating** collection weeded every year. [Note: Divide the number of new circulating materials by the total number of circulating materials to learn your percentage. For excellent advice and methods on weeding, see The CREW method : expanded guidelines for collection evaluation and weeding for small and medium-sized public libraries / revised and updated by Belinda Boon, published by Texas State Library, 1995.]

Completion Date:

Comments:

(optional)

Essential ELECTIVE Quality Measures – CHOOSE ONE

1. The library provides materials in a variety of formats to serve the needs of its population groups. Formats include such items as large print books, newspapers, children's materials, and audio formats.

Completion Date:

Comments:

(optional)

2. The library provides a mechanism for patrons to suggest items for purchase.

Completion Date:

Comments:

(optional)

TECHNOLOGY

Essential CORE Quality Measures – Required

1. Library has a telephone and incoming calls are answered within five rings. Sufficient incoming phone lines are available at least 95% of the time based on annual busy signal test. When the library is closed, callers receive a recorded message that provides information about library hours and location.

Completion Date:

Comments:

(optional)

2. The public is able to access library contact information, location, hours, telephone and fax numbers via the Internet.

Completion Date:

Comments:

(optional)

3. The public is able to access an Internet enabled workstation without having to wait more than an average of 30 minutes during peak usage time. At least one workstation is connected to the Internet for staff use and the staff is able to access that station with less than a half-hour wait.

Completion Date:

Comments:

(optional)

4. The library offers access to electronic content, including all Library of Michigan-provided databases such as Michigan eLibrary (MEL) via its Web site.

Completion Date:

Comments:

(optional)

5. The public is able to access and use non-circulating library materials in the library regardless of format (microfiche, CD, DVD, CD-ROM, etc.).

Completion Date:

Comments:

(optional)

6. Staff is able to communicate with each other via email.

Completion Date:

Comments:

(optional)

FACILITIES AND EQUIPMENT

Essential CORE Quality Measures – Required

1. The public is able to access the library within a 40-minute drive.

Completion Date:

Comments:

(optional)

2. The library provides at least 75% of the following square feet of library space per capita: Class I & II - 1 square foot per capita; Class III - .8 square foot per capita; Class IV & V - .7 square foot per capita; Class VI - .5 square foot per capita

Completion Date:

Comments:

(optional)

3. An exterior sign identifies the facility as a library. Library hours are visible from the outside of the building at all public entrances.

Completion Date:

Comments:

(optional)

4. Internal signage is compliant with the American Disabilities Act, clear, easily read and understood. Emergency exits, evacuation routes, and fire extinguishers are clearly marked.

Completion Date:

Comments:

(optional)

5. Parking, staff and public access areas are easily identified, well-lit during darkness, and are handicapped accessible.

Completion Date:

Comments:

(optional)

6. The library provides seating for a variety of public needs.

Completion Date:

Comments:

(optional)

7. The library's internal lighting meets Institute of Electrical and Electronic Engineers standards of at least 50 foot-candles on reading surfaces. [Note: Many local electricians will perform this test for free. Library Cooperatives are encouraged to purchase testing equipment to be used by all cooperative members.]

Completion Date:

Comments:

(optional)

8. The library projects a clean, cared-for image based on regularly scheduled indoor and outdoor maintenance and cleaning. [Note: See Public Relations Appendix C for sample Library Image Audit.]

Completion Date:

Comments:

(optional)

9. The library provides for the after hours return of materials.

Completion Date:

Comments:

(optional)

10. The library provides a safe environment to its staff and patrons to the best of its ability. Emergency first-aid supplies are readily available.

Completion Date:

Comments:

(optional)

11. The library discards or recycles useless property at least annually.

Completion Date:

Comments:

(optional)

PUBLIC RELATIONS

Essential CORE Quality Measures – Required

1. The library board approves a public relations policy. The library board and staff annually evaluate its policies and procedures in terms of their effect on the public and the library's public relations efforts. [See Public Relations Appendix A for list of items needed in a public relations policy.]

Completion Date:

Comments:

(optional)

2. The library allocates a portion of its operating budget to support its public relations activities.

Completion Date:

Comments:

(optional)

3. The library provides a method for patrons to comment on anything in the library that concerns them. When appropriate, these communications are shared with the library board and staff.

Completion Date:

Comments:

(optional)

4. The library develops a handout that explains the library and its services.

Completion Date:

Comments:

(optional)

5. The library's telephone number is listed in the white and yellow pages of the telephone directory.

Completion Date:

Comments:

(optional)

6. The library makes distribution materials such as posters, flyers, and/or bookmarks to promote its programs and services.

Completion Date:

Comments:

(optional)

Essential ELECTIVE Quality Measures – CHOOSE TWO

1. The library maintains a list of local media and their contact person for easy access to publicity.

Completion Date:

Comments:

(optional)

2. The library uses local media to promote its programs and services. [See Public Relations Appendix B for a list of various media opportunities.]

Completion Date:

Comments:

(optional)

3. The library staff schedules an annual walk-through in and outside the library to assess its appearance and the image it projects. The library can ask new patrons, neighboring staff, or cooperative staff for similar assessments. [See Public Relations Appendix C for sample Library Image Audit.]

Completion Date:

Comments:

(optional)

4. The library staff wears tags identifying they work at the library. [Note: This does not necessarily that you must use a name.]

Completion Date:

Comments:

(optional)